

24 AUG 1981

MEMORANDUM FOR: Director of Data Processing

FROM: James H. McDonald
Director of Logistics

SUBJECT: Utilities for ODP Computers

REFERENCE: Memo for D/L from D/ODP, dtd 3 Aug 1981,
Same Subject (ODP 81-993, OL 1 3293)

1. By referent you have requested that the Office of Logistics (OL) take the necessary steps to lower the rate of utility failures to no more than one per year for each of the Office of Data Processing (ODP) computer centers, and that no scheduled maintenance or repair be performed during prime time, established as 0700-2000 hours, Monday through Friday.

2. Regarding the quality of power as delivered by the Virginia Electric and Power Company (VEPCO), that organization has embarked upon a total upgrade and reconstruction of the power lines and all equipment serving our Headquarters compound. It is perhaps more than coincidental that the increase in frequency of problems referred to in your memorandum has also occurred during this same time frame. Major expansion and equipment installations in the Agency-owned portion of the system have also occurred during this same period and are even now climaxing with completion of generator installation and electrical vault expansion, requested and funded in large part by your organization.

3. Obviously, I cannot guarantee what VEPCO will do or what the performance of its new system will be, when completed. My engineers are working very closely with that organization to at least attempt to obtain a realistic projection of the type of performance to be expected. It is because of these uncertainties that we have both supported the design and installation of "uninterruptible power source" systems and emergency power-generating systems between your computers and the VEPCO source. Obviously, many of these systems are "state-of-the-art." As a result, the available factory maintenance and repair resources are stretched somewhat thinly; and, when a new system first exhibits a problem, it is sometimes necessary to actually design a fix for it. Moreover, while I sympathize with your need to avoid increasing the risk of interruption by activities during your designated prime time, there will be occasions where failure to do something will cause far greater risks of interruption.

SUBJECT: Utilities for ODP Computers

Approved For Release 2005/07/12 : CIA-RDP86-01019R000200030004-7

4. As you know, the matter of reliability of our critical utility systems is being addressed by a joint OL, ODP, and Office of Communications committee. The new Building Planning Staff is also contracting a study to determine the relationship between cost and effectiveness of resources expended for reliability improvements. It might even be found that lowering computer sensitivity to power transients or outages or improving the computer equipment recovery from power failure is where the most cost-effective expenditures can be made.

5. In conclusion, it is suggested that the above-mentioned committee be allowed to complete its work before any fixed procedures or significant resource allocations are firmly established. OL will gladly discuss with your personnel any proposed maintenance or repair-type operation which has known ODP implications. The degree of risk in deferring needed work may occasionally override the desire to perform at the times requested. Also, in order to give you a first-hand feel for the magnitude and complexity of work now underway, I will be happy to arrange a tour of significant projects which you might find very interesting and informative.

/s/ James H. McDonald

James H. McDonald

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STAT OL/RECD/ [] (20 Aug 81)

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ODP 81-993

03 AUG 1981

19 AUG 1981

MEMORANDUM FOR: Director of Logistics

FROM: Bruce T. Johnson
Director of Data Processing

SUBJECT: Utilities for ODP Computer Centers

1. Action Requested:

We request that the Office of Logistics take the necessary steps to lower the rate of utility failures to no more than one per year for each of the ODP computer centers. As an immediate measure scheduled maintenance and scheduled repair should be conducted on ODP utilities outside of prime time working hours.

2. Background:

ODP has made a concentrated effort during the last 24 months to increase the time that the ODP facilities are available to our customers. Needless to say, the quality of the utilities that drive the computer centers greatly affects our ability to keep our systems operating. Unfortunately, the number of failures during the last two years suggest that there is a serious problem with the quality of this service.

During this time frame, ODP has experienced 20 failures due to utility outages. Ten of these failures have occurred since 31 March 1981. With each of these failures we have lost an average of four hours of processing. What is even more important, however, is that we have experienced a significant increase in the rate of equipment failure. A recent analysis has shown that for two weeks following an unscheduled power outage, the rate of equipment failure is two to three times the normal rate. When you consider that we had 20 failures in two years, the ODP

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computer centers have been operating in degraded mode at best for over one-third of the time because of power failures (20 x 2 weeks divided by 108 weeks). We cannot expect our users to continue to tolerate such a situation. We must have more dependable power, and I earnestly request the Office of Logistics to design utility systems such that we experience no more than one failure per year.

As an immediate measure, I must ask that all scheduled maintenance on ODP utilities be accomplished outside of the hours of 0700-2000, Monday-Friday to avoid the high risk of inadvertently disrupting essential service when maintenance is performed during the prime shift.

Undoubtedly there will be resource issues raised by this request. We will be happy to work with you to resolve these issues and to obtain the necessary funds.

[Redacted Signature Box]

fr Bruce T. Johnson

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ROUTING AND RECORD SHEET

SUBJECT: (Optional) UTILITIES FOR ODP COMPUTERS			
FROM: C/RECD		EXTENSION NO.	DATE 8/19/81
TO: (Officer designation, room number, and building)	DATE RECEIVED FORWARDED	OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
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2. Mano	8-19-81	mc	
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FOR YOUR REQUEST, ATTACHED IS A DRAFT OF OUR PROPOSED MEMO IN RESPONSE TO BRUCE JOHNSON'S REFERRED MEMORANDUM CONCERNING UTILITIES FOR ODP COMPUTERS. YOUR COMMENTS WOULD BE HELPFUL PREPARATORY TO FINAL TYPING AND RELEASE.

Tony 8/19/81

Red

DAN WAS HIGHLY COMMENDABLE ON THIS PAPER. UNLESS YOU HAVE ANY PROBLEM WITH DAN'S SUGGESTED

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AEO/OL DB 8-5-81

EO/OL DM 8-6

AD/L Dr

D/L J

REC'D - ACTION

Response ASAP. We'd like
to see draft.

HEB

C/REC'D 2 8/10

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ROUTING AND TRANSMITTAL SLIP

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2. C/RECD	<i>Z</i>	8/20
3. AEO/OL	<i>DBO</i>	8/20 AUG 1981
4. EO/OL	<i>BM 21</i>	AUG 1981
5. DD/L	<i>DBI</i>	AUG 1981

Action	File	Note and Return
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As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

6. D/L *8-24-81*

ZTO 6 DAN HAS REVIEWED IN DRAFT.

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8/20

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